H&P APM Essentials

Application Performance Management (APM) is the name given to the use of technology to initiate, deploy, monitor, fix, update and/or optimize systems within an organization.

There are 7 APM components (processes) SIBRIDGE believes should be monitored and scored periodically:
- Application Performance
- QA Performance
- Operations Performance
- Platform Metrics
- QA Availability
- Operations Availability
- Service Provider Availability

In a comprehensive manner, this list covers how we evaluate capabilities for development, testing, support, deployment (change control), operations, alerts, technology, reporting, and incident management.

SIBRIDGE believes that there is a direct relationship between the application life cycle and the management capabilities of your existing systems, which are the primary mechanisms of tracking management maturity.

SIBRIDGE looks first at the organizational capabilities in general and then focus on the management (monitoring) capabilities.
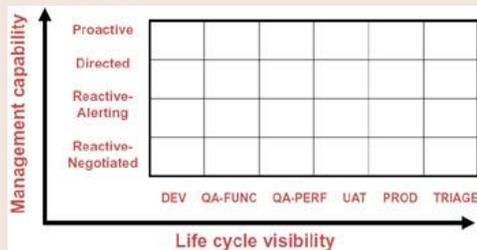
Maturity increases as capabilities increase. Management maturity improves as you first respond to events in production (reactive management) and ultimately avoid those production events by detecting them preproduction (proactive management);

Application Performance in Oil & Gas

Helmerich & Payne (H&P) is engaged in contract drilling of oil and gas wells for exploration and production companies. Contract drilling accounts for almost all of H&P's operating revenues, making it one of the major land and offshore platform drilling contractors in the world. As they have grown, the performance of their application portfolio had fallen to unhealthy levels, leaving business users unsatisfied and looking for alternatives.

SIBRIDGE believed that H&P IT needed to adopt an Application Performance Management (APM) lifestyle, or the use of operational data from its technology platforms to initiate, deploy, monitor, repair & optimize systems.

Project Details

SIBRIDGE engaged to:
- Application performance issues that threaten to impact Business Operations
- Identify actionable steps required to improve the performance of Applications across people, process and technology dimensions.

SIBRIDGE implemented leading monitoring tools, reporting on important measures and characteristics of network, hardware, application and virtualization platforms.

Through the use of these tools, SIBRIDGE:
- Gathered facts and observation, investigating technical application performance and interviewing knowledgeable business and technical subject matter experts
- Analyzed the resulting information, correlating it through the use of research analysis and through SIBRIDGE's APM Framework
- Identified root causes to the issues that impact application performance across the people-process-technology spectrum
- Recommended actions that result in sustainable application performance

Project Results

SIBRIDGE proved that H&P's performance issues were entirely random, and often repeated due to a lack of controls and processes. SIBRIDGE provided H&P with recommendations to:
- Develop an enterprise architecture, reducing confusion as to how or what to do next
- Normalize ad hoc IT delivery processes, helping to deliver quality solutions
- Provide measures and visibility into performance to business and technical users
- Leverage performance measures, enabling better Change Control, Problem Management and Root Cause Analysis